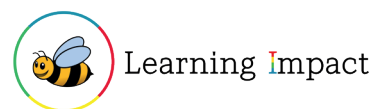


# THE FANTASTIC SERVICE BOARD GAME



The Fantastic Service Board Game is a learning game that teaches the skills for delivering fantastic service, meeting customer expectations, and creating a culture of service excellence in a fun and engaging manner. It combines the benefits of gamification with the skills for managing customer experience.

## Why a Board Game

Gamification is a powerful way to orchestrate learning among groups of people. In addition to creating a fun and engaging experience it also confers the following advantages:

- **Relationship Building:** building bonds amongst colleagues
- **Social Learning:** Colleagues learn from each other.
- **Acculturation:** Strengthening the organizational/team culture.
- **Team Building:** Enhancing vulnerability and accountability in teams.
- **Problem Solving:** Sparking innovation to overcome everyday challenges.



## Key Skills

By playing the Fantastic Service Board game, your employees will practice and learn the skills for:

- Delivering fantastic service, based on the 6 steps of the fantastic service equation: Greeting the Customer; Identifying their needs; meeting their needs; checking results; making the moments memorable and keeping the doors open.
- Meeting and exceeding customers' expectations using RATER framework that focuses on **R**eliability; **A**ssurance; **T**angibles; **E**mpathy and **R**esponsiveness.
- Creating a culture of service delivery by promoting the mastery of job and communication skills; shared vision and teamwork; disciplined systems and processes; and a positive attitude.

The Fantastic Service Board Game can be deployed in:

- In-House and External Trainings
- Team Building, Retreats and Off-Site Events
- Branches and Regional Offices
- Recreation Rooms, Meeting Rooms, and Cafeterias



## Contact Us

If you want to make further enquiries regarding these resources, please reach out to us on [info@learningimpactmodel.com](mailto:info@learningimpactmodel.com). You may also call us on 0805 195 3276 to speak to one of our Life Skills Experts directly.



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